

The Future of Mobility and BYOD

Anthony Orr

Director, BMC Software; ITIL Author



#LEADit

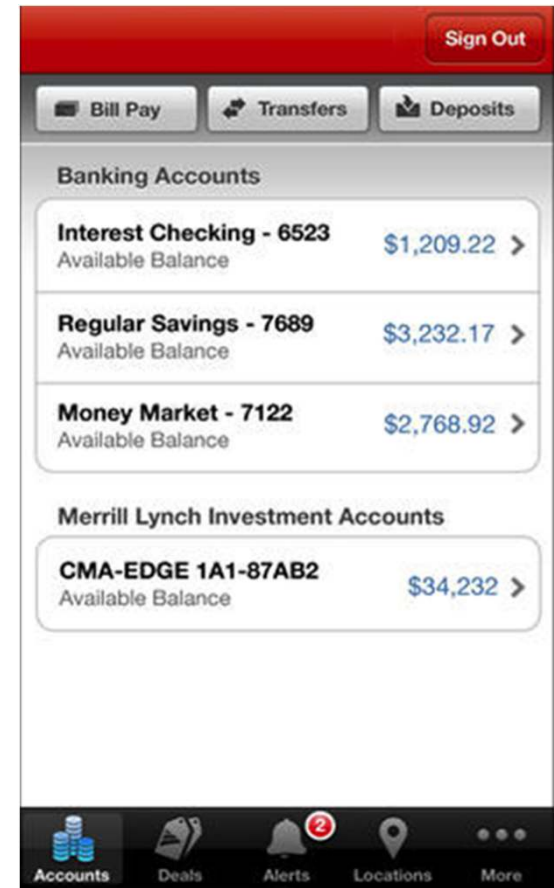
Abstract

Technology is changing at such a fast pace today and changing our lives. A major factor in these changes is the adoption of mobile devices. Mobility is not just the latest phone or tablet device but so much more. In this session, the future of mobility, social, analytics and cloud technologies will be discussed as the nexus of things to come. Also discussed will be how these technology changes will help improve consumerization, industrialization and your overall practice of service management in your organizations.



Mobility

- People are mobile
- Device usage enable mobility
- Data/Information exchange
- Stages of development
 - Coordination and Collaboration
 - Network



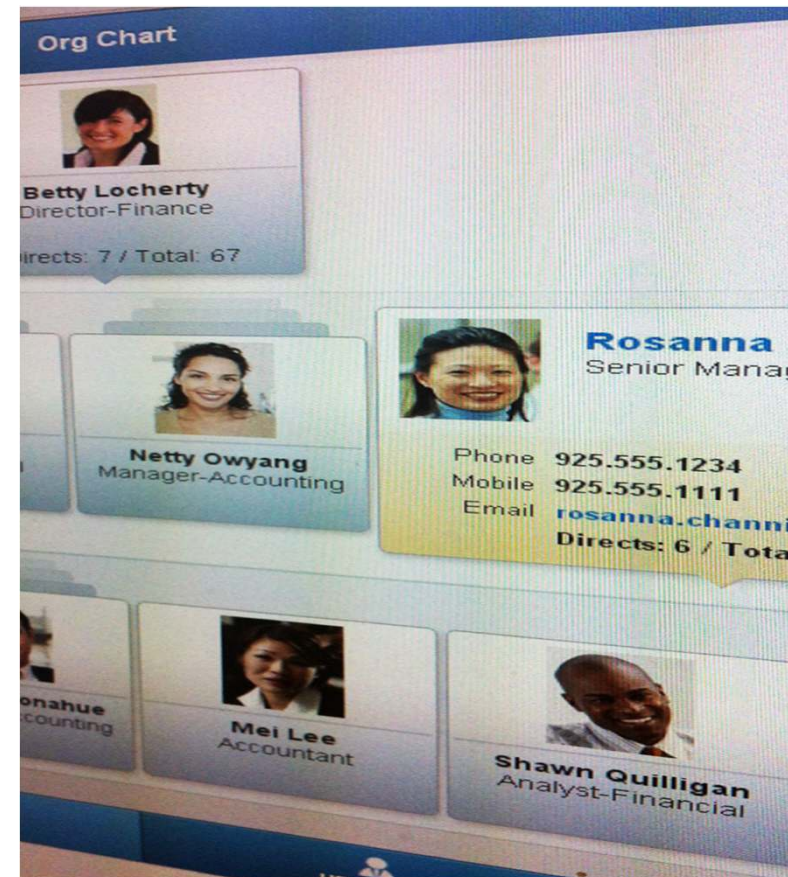
Bring Your Own Device (BYOD)

- Bring your own experience
- Improve engagement
- Improve productivity



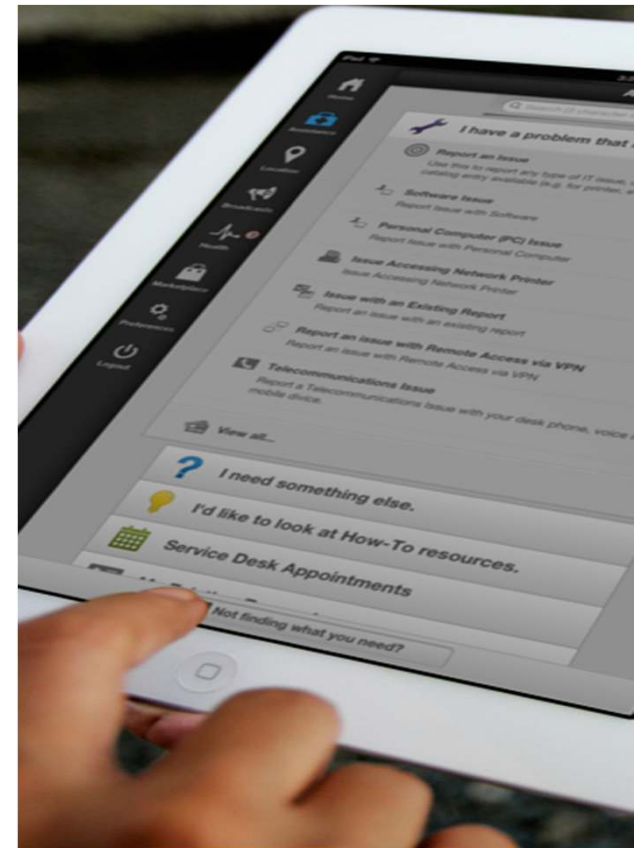
Mobility and BYOD

- Organization
- Personal
- Consumerization
- Industrialization
- Digital Services



Experience Management

- Service experience matters
- Utility + experience
- Should be designed (metrics)





Engagement Management

- Enhances delivery of the experience
- “Genius Bar”
- Social importance





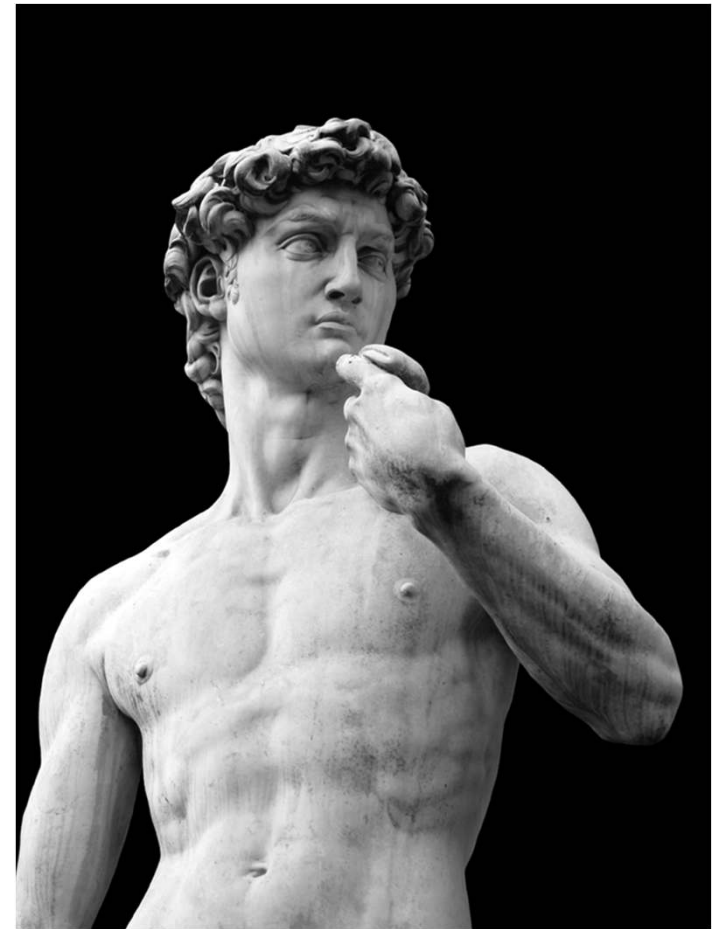
SMAC – Nexus of things

- Social
- Mobile
- Analytics
- Cloud



Internet of People

- The PC experience
- Customer asset -> Service asset
- P2P – B2B, etc
- Internet of Things





Mobile.next

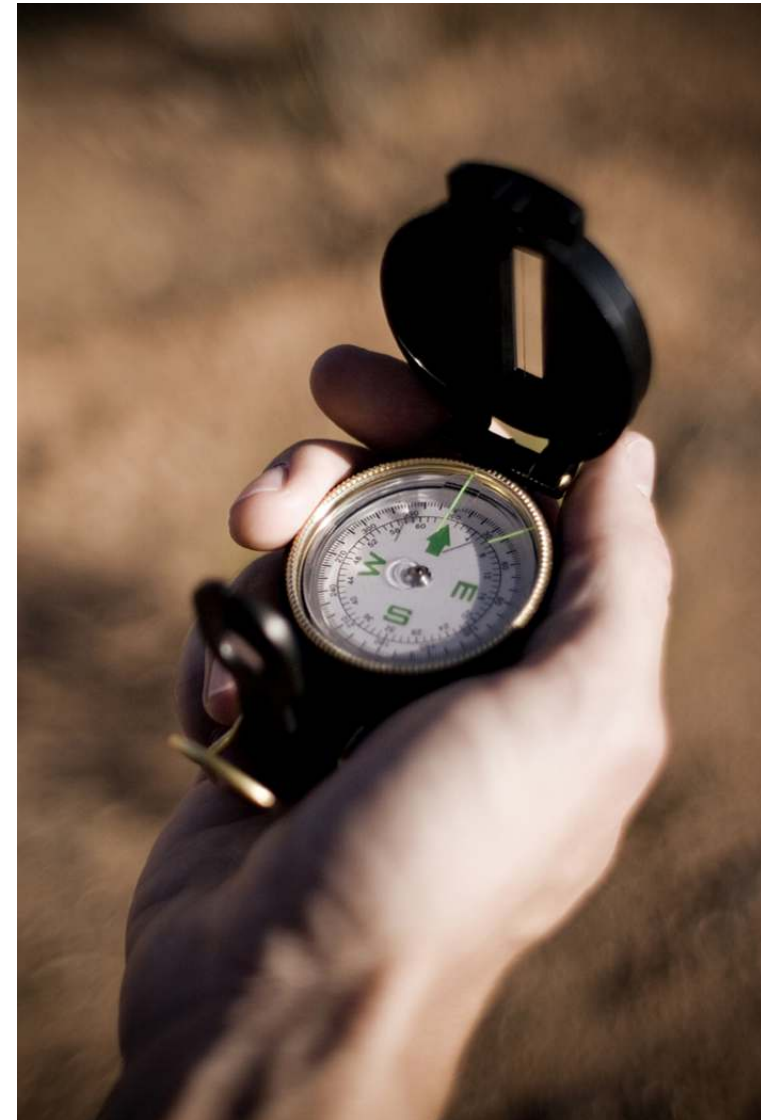
- “The world is Flat”
- User profiles
- Knowledge management – Decision support – Data collection
- App stores
- Trusted networks
- Crowdsourcing





BYOD.next

- Network structures
- Capability profiling – quantified person
 - Wearables, PC, tablet, glass, augmentation
- Cost reduction – requirement for work
- Work from “home” or anywhere





Best Practices

- ITIL
- Lean
- Project Management
- CoBiT
- Gamification





Recommendations

- Plan your strategy
- Think personal and apply to organization
- Innovation officer
- Decision support improvement as a capability
- Improve your practice of service management





Additional Resources

- www.bmc.com
- anthony_orr@bmc.com
- @anthonyorratbmc

“IT is amazing what IT was meant to be”